



QUALITY ASSURANCE FRAMEWORK

1. Scope

1.1 Application

This policy applies to all of NTGPE¹'s activities.

1.2 Limitations

Nil

1.3 Related Standards, Policies and documents

All Policy and Procedures

1.4 Effective from

10th December 2003

2. Purpose

Define the approach used to ensure that all activities are best practice, designed to promote continuous improvement, and accredited under a distinguished quality assurance framework.

3. Principles

- 3.1.1 NTGPE will benefit from having an explicit quality assurance framework through which its practices are scrutinized, documented and the focus of organization-wide efforts to identify and implement improvements.
- 3.1.2 To acquire and maintain most contracts, an organization is required to demonstrate that it has appropriate quality assurance accreditation.
- 3.1.3 We are an organization that functions with multiple programs, funded by several other organisations. The quality assurance framework that is adopted should be capable of accommodating all NTGPE's programs.
- 3.1.4 The quality assurance framework adopted should demonstrate NTGPE meets internationally accepted standards.

4. Policy

- 4.1 NTGPE's Board of Directors (Board) adopts the International Standards Organisation (ISO) framework for quality assurance.

¹ Northern Territory General Practice Education Limited, NTGPE

4.2 In seeking and maintaining ISO quality assurance accreditation, NTGPE should seek to meet the quality assurance expectations of its major funding and contracting bodies.

5. Procedures

- 5.1 The Board will be responsible for the achievement and maintenance of accreditation as a quality assured organisation.
- 5.2 The Chair, acting on behalf of the Board, will liaise with the Executive Director in operational matters related to the achievement and maintenance of accreditation.
- 5.3 The Executive Director will act on behalf of the Board in taking steps to achieve and maintain accreditation as a quality assured organization under ISO's framework.
- 5.4 The Executive Director will establish a Quality Manager role, and Quality Team to help maintain quality assured processes throughout the organization. The Terms of Reference for the Quality Team, and roles for the Quality manager, are attached as 1 and 2 respectively.

6. Approval and Authority

The NTGPE Board of Directors endorsed this policy on Tuesday, 9th December 2003. The NTGPE Board of Directors will also act as the Authority for this policy.

Roles*General Description of the Role*

The Quality Team provides advice to the Executive Director, and if necessary the Chair of the Board, through the Quality Manager on all matters related to NTGPE's Quality Assured processes and accreditation.

Role Description

Advising the Quality Manager and, if necessary the Executive Director on issues related to:

- The development of, and establishment of staff commitment to Quality Assured processes in each members' operational area, and NTGPE-wide;
- How to ensure ongoing adherence to, and further development of appropriate quality assured processes;
- NTGPE's achievement and maintenance of Quality Assurance accreditation at the earliest opportunity, including compliance with ISO and GPET requirements;

Under the guidance of the Quality Manager and, if necessary the Executive Director:

- Developing and implementing Quality Assured processes, and documenting adherence to Quality Assured processes in each member's operational area, and those that are NTGPE-wide.

Undertaking training as necessary, for self and staff in NTGPE's ongoing approach to assuring quality throughout the organisation.

Membership

The Office Administrator², Quality Manager, *convenor*

The Programs Manager

The Finance Manager

A Medical Educator(s), ME, (*may be consulted out-of-session but ideally will participate in all education and training discussions*)

A Cultural Educator, CE, (*may be consulted out-of-session but ideally will participate in all education and training discussions*)

Advice and assistance available from

Coordinator of Information and Communication Technology

Secretariat

Administrative Assistant

Meetings

These are held at the Quality Manager's request, normally not less than monthly, and minuted using notes of issues and outcomes. ME and CE attendance is preferred for education and training elements, and otherwise discretionary based on availability. Consultation with ME and CE on key issues is mandatory.

D Lloyd

Executive Director

23rd November 2003

² The Office Administrator position has independent membership

Quality Manager Duties:

Reporting to the Executive Director and, if necessary the Chair of the Board, the Quality Manager will contribute to NTGPE by:

- Monitoring and ensuring NTGPE's adherence to Quality Assured practices;
- Working with the Quality Team³ to ensure appropriate quality assured processes are developed and implemented, including all documentation;
- Overseeing NTGPE's achievement and maintenance of Quality Assurance accreditation at the earliest opportunity, including compliance with ISO and GPET requirements;
- Undertaking training as necessary, for self and staff in NTGPE's ongoing approach to assuring quality throughout the organisation; and
- Manage a budget provided for Quality Assurance

D Lloyd

Executive Director

23rd November 2003

³ Refer to attachment 1 - The Quality Team